

Carlisle Secures Major Station Refresh Project with Arriva Rail London

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[Carlisle Support Services](#) has been awarded a contract to deliver a major station refresh project across the London Overground network, which is operated by Arriva Rail London, on Transport for London's behalf. This extensive programme of works will see updates made to customer-facing areas at 81 stations, enhancing travel experience for millions of passengers each year by creating refreshed, brighter, cleaner and more welcoming environments.

The project - which commenced in June 2025 and is scheduled for completion by the end of March 2026 - will involve detailed surface preparation, repair, and painting of public areas such as ticket halls, concourses, staircases, footbridges, platforms and waiting areas. Works are currently being delivered through a phased approach to minimise disruption and ensure continuity of service.

Richard Jenkins, Managing Director, Cleaning Division at Carlisle Support Services, commented: "This is a fantastic project for our Hard Services Division. Our Hard Services offering continues to go from strength to strength, delivering high-quality asset maintenance, compliance, and facilities projects alongside our traditional cleaning and soft FM services. It further demonstrates our ability to deliver large-scale technical and refurbishment projects while supporting our clients in creating safe, clean, and premium station environments for their customers."

Ashwin Patalay, Head of Facilities Management at Arriva Rail London, said: "This programme is focused on making the everyday journeys of our customers more enjoyable. Delivering upgrades across such a large network takes strong collaboration, and Carlisle's expertise gives us confidence in the quality and consistency of the work. These activities will make a real difference to the look and feel of our stations and the experience of everyone who uses the London Overground."

Carlisle's specialist painting and decorating teams mobilised immediately to undertake detailed planning and preparation for this significant programme of works. Operating from multiple hubs across the network, the teams are adopting flexible scheduling to minimise passenger disruption while maintaining the highest standards of workmanship and efficiency throughout the project lifecycle.

This award further strengthens Carlisle Support Services' longstanding partnership with Arriva Rail London. The company currently provides cleaning, facilities management, minor works services and people solutions across the London Overground network, ensuring operational reliability and consistently high standards of presentation across stations and depots.